



# CBO DISPATCH

The “B” means BUSINESS

CBO Dispatch No.: NGA 15-003

Issue Date: January 27, 2015

## Guarantor Not In IBHIS?

Not finding a specific guarantor when setting up Financial Eligibility in the Integrated Behavioral Health Information System (IBHIS)? Most often, this will occur with private insurance when the Los Angeles County Department of Mental Health (DMH) has not billed that insurance previously or when carrier’s information has changed.

When the client’s private insurance carrier is not available to select, it must be added to IBHIS by the Central Business Office (CBO). Until the guarantor is available to set up in Financial Eligibility, contract providers may use ‘Other Guarantor.’ ‘Other Guarantor’ will serve as a place holder selection for private insurance until CBO adds the new guarantor. Once added, providers must replace the ‘Other Guarantor’ with the new guarantor.

To add a guarantor to IBHIS, use the table below to send the following guarantor information to CBO. Guarantor information can be e-mailed to CBO at [RevenueManagement@dmh.lacounty.gov](mailto:RevenueManagement@dmh.lacounty.gov) or faxed to CBO at (213) 252-8889.

<b>Guarantor Name:</b>	
<b>Street Address:</b>	
<b>City, State Zip+4:</b>	
<b>Phone number:</b>	
<b>Payer ID:</b>	

### ***WE'RE WORKING FOR YOU...***

If you have any questions or require further information, please contact CBO at (213) 480-3444 or [RevenueManagement@dmh.lacounty.gov](mailto:RevenueManagement@dmh.lacounty.gov).



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS

